

# Technical Assistance Guidance

## TAG 39-2020

Issued Date: **February 26, 2020**

Subject: Follow-Up Services for WIOA Title I Participants

### **Purpose**

This TAG provides guidelines on established standards for the provision of follow-up services for adult, dislocated worker, and youth programs funded under Title I of the Workforce Innovation and Opportunity Act (WIOA).

### **References**

Public Law P.L. 113-128 WIOA Secs. 3, 122, 134, 181, 189, 503  
20 CFR Part 678, 20 CFR Part 680, 20 CFR Part 683, TEGL 21-16, TEGL 19-16, State Compliance Policy (SCP) 1.8, and WC Policies ADW-030-02 and YTH-040-02

### **Background and Guidance**

#### **Adult and Dislocated Worker Programs**

Follow-up services for adult and dislocated worker participants provide a continuing link between the program participant and the workforce system. These services allow service providers to assist with other services the participant may need once he/she obtains employment and should be more substantive than contacts to obtain reporting information. Appropriate follow-up services must be made available to a participant placed in unsubsidized employment for not less than 12 months following the participant's exit.

Follow-up services must be provided as appropriate. Such follow-up services may include the following:

- Contacting employers;
- Referral to partners within the One-Stop Delivery System (OSDS);
- Referral to supportive services available in the community;
- Counseling regarding work-related issues'
- Career counseling; and
- Additional services that may be provided with WC Program Manager approval.

Note: Supportive services for adult and dislocated worker participants are not allowable during the follow-up period.

## **Youth Programs**

All youth participants receive some form of follow-up services for not less than 12 months after program exit. Follow-up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or post-secondary education and training. Follow-up services may include the following:

- Supportive services;
- Adult mentoring;
- Financial literacy;
- Services that provide labor market and employment information about in-demand industry sectors or occupational available in the local area; and
- Activities that help youth prepare for and transition to post-secondary education and training.

Note: Incentives for youth participants are not allowable during the follow-up period.

## **Adult, Dislocated Worker, and Youth Programs**

The service provider must attempt to contact the participant monthly to provide follow-up services. Once 90 days have passed, and contact attempts have not been successful, no further contact attempts will be made. The service provider must exhaust at least three different contact types before discontinuing follow-up attempts. All contact attempts must be properly documented in case note entries in the MIS (currently EmployNV). Acceptable contact types can include, but are not limited to, the following:

- Telephone;
- SARA;
- In-person;
- Email;
- Text message;
- Letter sent via U.S. Mail
- Social media (i.e., Facebook, Twitter, Instagram, LinkedIn, Snapchat, etc.); and
- Message left with contact person.

A participant at any time during the follow-up period can refuse follow-up services and further contact from the WIOA Title I service provider. A participant's refusal to be contact for follow-up services must be properly documented in case note entries in the MIS (currently EmployNV).

## **Action**

Please share this information with all WIOA Title I staff and other interested parties.

WC will continue to provide technical assistance to support the workforce system. For more information and/or updates, please contact your contract administrator at your earliest convenience.

## **Technical Assistance**

Available upon request.